



EA 
2022

EMPOWERED
ADMINISTRATORS
CONFERENCE



NO GREATER
TIME THAN

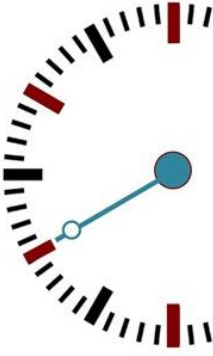
N  W

7-8 September 2022

GATEWAY HOTEL



EAC



2022

For more than eight years of the EAC's existence we have spoken about bringing effective and efficient support to our offices, line managers and organisations we work for. To a certain extent we have managed to achieve those. We have excelled and been rewarded with promotions, awards, and all sorts of recognition.

However, there is no better time than now. Now erodes all achievements we have ever attained. Now is the time to consolidate all that we have learned and become even more efficient and effective.

Register at a discounted fee of R3,450.00

NO GREATER TIME THAN

NOW



shape and own the future

Foreword



Welcome to the Empowered Administrators Conference 2022!

It is a great honour to still be alive, yes, to still be alive and we thank the Almighty that you are still with us, and for those new delegates that we will be meeting for the first time in August. None of us knew that we would have gone through so many trials and tribulations in 2020/2021. We hope and believe the worst is over.

A few years ago, a new term 'VUCA' world was coined. This term as some of you know stands for:

**V=Volatility | U=Uncertainty | C=Complexity
A=Ambiguity**

VUCA basically demands that we should start reflecting about avoiding traditional and outdated approaches to how we have been doing things. Previously, we spoke about adopting new paradigm shifts. However, it seems we can now elevate paradigm shift to posing questions on how we move about within the VUCA world as office administrators.

The global COVID-19 pandemic, "showed us flames", as young people would have said. We completely had to overhaul the old and move in the new systems. We learned to manage time, our colleagues, and families better. Unfortunately, not everyone appreciated our pace, attitudes and even the quality of what we put before our line managers.

Foreword cont...

This is now the time to reflect on what we did well and what we could still do better to increase productivity and efficiency in our organisations and earn accolades from line managers and colleagues. We move to EAC 2022 knowing very well that we live in the world of volatility, uncertainty, complexity, and ambiguity. It is an opportune moment for us to consider how best we could survive this world and avoid the pitfalls of yesteryear.

Our conference theme this year has been coined '*No better time than now...*' because we continue being employed as office administrators in this world of volatility, uncertainty, complexity and ambiguity. The recent pandemic was a true testimony that our world is indeed a "VUCA" world and that we need to be well-prepared for the uncertain future.

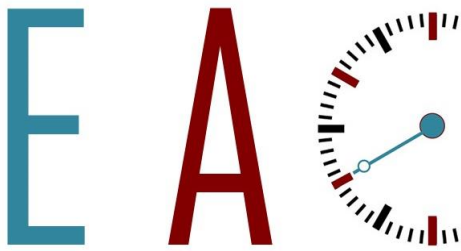
The past Empowered Administrators Conferences have been the driving force for you to excel and to be elevated by your organisations. EAC 2022 brings the depth and breadth of understanding how office administrators are at the forefront of their departments, organisations, and offices. Themes covered this year will range from:

- a. Enhancing your skills to give you the independence to operate without authority but not compromising relations with line managers and colleagues.
- b. Becoming decision-makers, solutionists, and experts in stakeholder relations management.
- c. Honing your writing skills and technical competencies.

I am very happy about the speakers that will be delivering this training to you. The programme is tailor-made for you, and I hope that it will add more value in your career path.

Looking forward to meeting you soon.

M b a l i M k h i z e



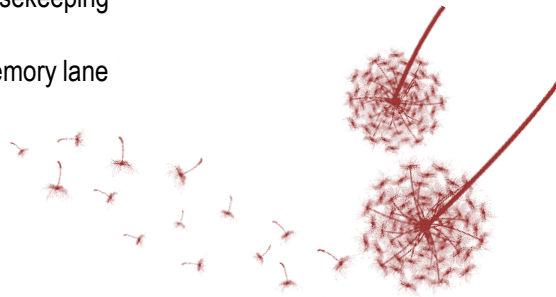
EMPOWERED ADMINISTRATORS CONFERENCE 2022 DAY 1

This first day aims to help prepare the office administrator to the notion of leadership without authority. Just as Steve Biko once said, “Black man, you are on your own”. Today, we say, Office Administrator you are on your own. This day prepares you to become even bolder and more empowered than before.

8H00-8H30 : Registration and tea

8H30-8H45 : Welcome, housekeeping

8H45-9H00 : Down EAC memory lane



9H00-9H30: SETTING THE TONE

If there is one thing we learned from the Covid-19 pandemics is that there were many expectations from us - be it family, colleagues, friends, and our line managers. Today, there are many broken relationships because of unmet expectations, poor performance and feeling of having been thrown into the deep end. Join our esteemed speaker as she tackles our conference theme, “No greater time than now”. the focus will be Leadership in the VUCA world.

9H30 – 10H00: SCENARIO PLANNING, A KEY REQUIREMENT FOR AN EMPOWERED OFFICE ADMINISTRATOR

This session stems from the aftermath of Covid-19 which caught office professionals unaware. Various calamities have occurred, either related to climate change or acts of terror within the country. When these calamities took place, office professionals were once more at the entre of what needed to take place.

This session will provide details on the following:

- Understanding latest developments in climate change, health issues and technological advancements and/or failures and how they could impact on operations. These are some of the challenges that the office professional will need to understand in order to help with equipping the office or department with futuristic planning.
- A step-by-step guide on developing actual scenarios that will equip the office professionals to move from being ordinary to being extraordinary office professionals.

The scenario planning exercise will enable office professionals to develop scenarios based on the strength and weaknesses of various scenarios.

10h00 – 10H30: LEADERSHIP WITHOUT AUTHORITY - BEING THE CENTRE THAT HOLDS

Office Administrators, when they say the stage belongs to you, they just mean that. How many times did you realise that you move your department, division, faculty, centre or unit? You are the neck that moves the head. This session will take you through a process of being better prepared to sustain the accolades you received for being the one. Sit back as we take you on a journey to become the centre that holds the department/division, etc together. The session will focus on the critical skills for you to hold that department/division/unit together: You will also learn how to develop departmental needs analysis and department plan. During this session we will enhance your skills of becoming even more proactive. We will show you how to become the centre that holds. Beginning with a needs analysis, the Office Administrator sets the agenda for engagement and implementation.

10h30-10h45 : BREAK

10H45 - 11H30: BRINGING BACK OFFICE DECORUM TO OFFICE PROFESSIONALS

At the start of Covid-19, most office professionals were left holding the fort in the offices as line managers and other staff members were allowed to work from home.

For some offices, this independence has become abused as the offices turned into dens for gossip and toxicity. This session will focus on the following:

- a. Integrity, ethics, loyalty and confidentiality as key requisites in office support.
- b. Assist office professionals with developing codes of civility.
- c. Importance of decorum on email, telephone and in public as a representative of a particular office.

11H30 – 12H15: POWER TO YOUR WRITING SKILLS

Remote working has given rise to writing; writing to colleagues, bosses, bosses' bosses, boards and so forth. The list is endless. There is no need to discard that skill just because the pandemic is no more. In fact, the high expectation of an office administrator with excellent writing skills remains prevalent. Be it persuasive, informative or creative writing; office administrators have been at the centre of message transmission, in the main as message originators. This session will help you elevate your writing skills by giving you tricks and tips for writing to stakeholders prestigious emails, clearly articulated reports, as well as short and crisp messages.

This session will focus on how you climb the mountain of a blank page/screen. You will be taught to first classify messages:

- Is it a follow up message, or new message-how do you start each?
- Is it an enquiry, gratitude, sympathetic, or apologetic message - how do you start each of these?
- Is it an instruction or counsel?

The session will be split into instruction and practical components.

12H15 - 13H30: LUNCH

13h30-14h00: GETTING THE MESSAGE ACROSS TO WIDE-RANGING STAKEHOLDERS

Who gets the flack when things go wrong - when there is no communication? This session will help protect your brand and move your brand to acceptable standards, even among your critics. Your voice will still be heard in your meetings, and in various stakeholder engagements. You will not get lost in complex concepts or phrases which business partners or stakeholders may use, thus leaving you high and dry.

The session will assist you in identifying the best way to communicate to wide-ranging stakeholders and help you pitch your ideas with just the appropriate jargon without sounding too pompous, or fake, which will help you gain the attention of your stakeholders, and boost your morale, and show your stakeholders that they could gain something from you as well. This session will also cover the following components:

- Stakeholder analysis and needs,
- Mandate of my line managers to these stakeholders,
- Analysis of what needs to be communicated, why and when,
- Selection of appropriate vehicles for transmitting the messages, and
- Tricks of endearing yourself even to your most critics by constant communication and at the right time.

14h00-15h00: BREAKAWAY SESSION A: DATABASE AS A GATEWAY TO STAKEHOLDER ENGAGEMENT

For years we have been taught the importance of creating databases. Of course, databases make our lives easier, and we minimise on time and effort. However, with the new Protection of Personal Information Act (POPI-Act) of 2021, we will address the challenges this poses to us against organisations which believe the data needs to be shared. This session will address what you need to guard against in database management and how to update your databases without getting the wrath of your stakeholders.

14h00-15h00: MASTERING THE VIRTUAL COMMUNICATION ART OF MICROSOFT TEAMS

One of the perks of the Coronavirus Pandemic was the evolution of face-to-face communication to virtual communication. The distance between line managers, office administrators, and stakeholders became a threat to traditional work processes. This meant that the mode of communication and interaction had to change. Everything had to be done virtually to facilitate productivity while not compromising on safety. In many organisations, Microsoft Teams took centre stage as it became the fundamental solution to virtual meetings, calls, events, and many other necessary virtual connections. Some of you grappled with the App as you were thrown into the deep end, while others optimised its use through self-learning. MS Teams is here to stay; this is your opportunity to learn the intricate skills for maximum results. This session will cover the following aspects of MS Teams:

- Conversations, call, and chat function
- Document storage in SharePoint
- Group discussions and team break-up discussions
- Video calling and screen sharing
- Online meeting and audio conferencing
- Integration of MS Teams with YouTube, Facebook, live audience, and other channels.



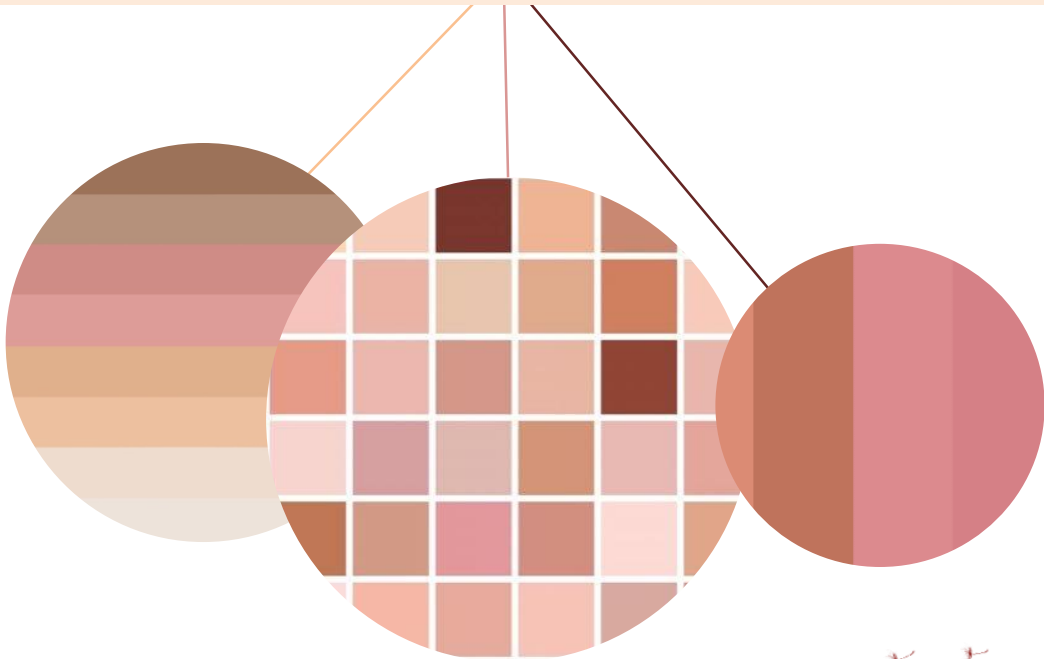
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END OF DAY 1

EAC *Team Building*

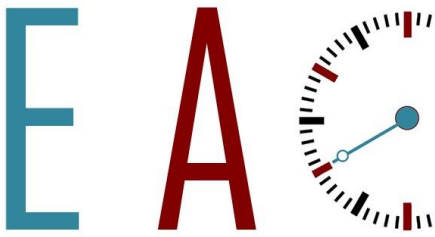
Wednesday, 7 September 2022 | 15h30 to 17h30

THEME: 50 SHADES OF NUDE



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shape and own the future



EMPOWERED ADMINISTRATORS CONFERENCE 2022 DAY 2

Today, we will focus on enhancing your skills in technology. Without advanced skills in technology, you are in danger of being left out as an office dinosaur and being put at the risk of colleagues talking over you, taking decisions for you and relegating you to the basement office. Technology advancement is the cornerstone of the Office Administrator's role in the 2020's.

8H30-09H00: OVERCOMING PHYSICAL PREJUDICES IN THE WORKPLACE

Prejudice has no boundaries. . It enters various spaces in numerous forms. In the workplace, it can take the form of gender, race, sex, body shape, physical appearance, and many other subtle forms. This session will take you through various forms of prejudices and the best way to tackle them. It will be an interactive session where the speaker, as well as the EAC delegates will share their experiences.

9H00-09H30: GET THAT PROMOTION. NOW IS THE TIME TO MOVE ON. UPGRADE YOURSELF – MAXIMIZE ON ONLINE LEARNING

There is a dramatic increase of online learning programmes since the beginning of the pandemic. We are now spoilt for choice to upgrade ourselves academically while learning in the comfort of our home. This is the opportunity we have always wished for. Find out how online learning is done, and how it can benefit you and move you up the corporate ladder.

9H30-10H30 MAKING THE MOST OF MICROSOFT 365

The 2020's have shown us that time is of essence when working in a hybrid or completely virtual environment. Without any warnings, office administrators find themselves inundated with all sorts of requests, instructions and counsel from one office to the next. You will learn how to stay productive using mobile devices to be able to create, chat, present and access your organisation's intranet wherever you are. You will also learn how to make Cortana your best friend and make her work for you and with you.

10h30 - 10h45: BREAK

10h45 – 12h15: SYNERGY 101

This session will take you through processes on how to optimize Microsoft 365. At a time when office administrators need to keep a pace with deadlines and low productivity by some in their teams, Microsoft 365 provides solutions on how office administrators could synergise their efforts

with colleagues or teams for the greater good of the organisation. Synergy 101 focuses on collaborations. Together with colleagues or their line managers, office administrators would be able to collaborate on a document by editing it in real time and be able to send links not files.

12h15 – 13h00: BREAK

13h00 – 14h00: MICROSOFT 365's ONENOTE

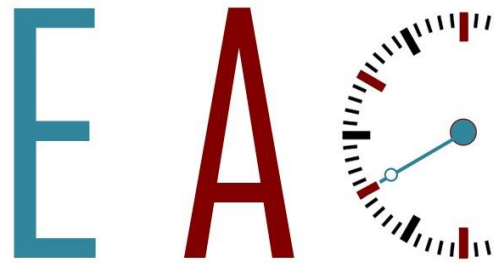
To assist you with tactics to deal with information overload, this session introduces you to various and often unexplored features of OneNote which should assist you to capture, organise and share notes from your devices. Proficiency in OneNote will enable you to record, hand-write notes, annotate documents with the digital ink. With OneNote you will learn how to scan recorded voice, typed and handwritten notes.



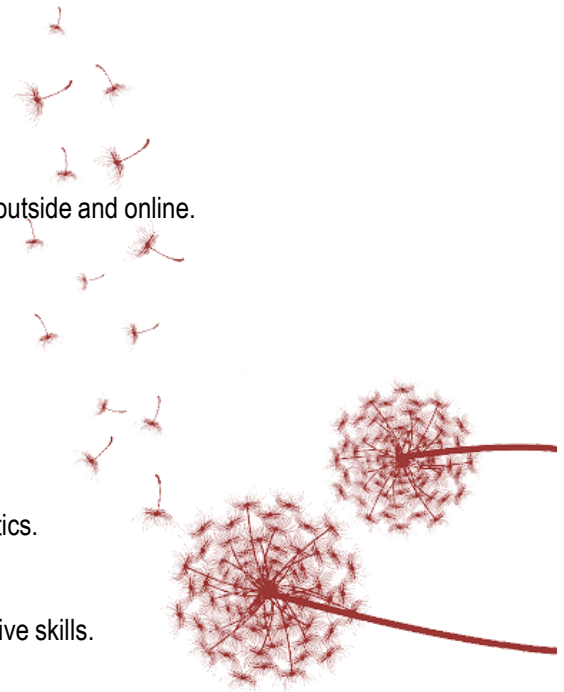
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END OF DAY 2

10 REASONS TO ATTEND




1. We are pulling all stops to offer you new skills and competencies in office administration and management.
2. An opportunity for you to be Lockdown-ready. Don't be caught out.
3. We are offering you an opportunity to understand behavioural changes we need to adopt during and post the COVID-19 era.
4. This is a time to reconnect with your peers face-to-face.
5. Take time out of the office to learn new things – there is a better world outside and online.
6. Network and socialise.
7. Opportunity to pamper yourself as you come out of working from home.
8. Learn the hybrid office techniques and upskill on the physical office tactics.
9. Opportunity to renew yourself, re-energise and revisit your office cognitive skills.
10. Re-learn Appreciative Inquiry 101.



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CONTACT THE TEAM

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